

## **Program Area Relationship Liaison/Managing Consultant**

DOM is seeking a mid-level person with a strong technical background and management experience. This person must be willing to be onsite at Medicaid's facilities in Jackson Mississippi 95% of the time. The term of the contract shall be one (1) year (July 1, 2016 – June 30, 2017) with four (4) optional renewals. The rate of pay shall be \$55 an hour (plus travel) not to exceed 1840 hours annually.

### Responsibilities include:

- Building and maintaining strong and effective relationships within DOM business areas outside of iTECH;
- Developing and vetting IT policies as necessary to achieve a consistent approach and process across the Division;
- Leading/facilitating project planning activities, outlining project plans and schedules and governance;
- Proactively managing project stakeholder expectations
- Conducting business and technical research and identifying customer service improvements;
- Intervening with failing/failed project to achieve successful resolution between stakeholders with differing objectives;
- Acting as relationship liaison between iTECH and other DOM business areas
- Researching and recommending improvements and enhancements for agency-wide technology;
- Developing and delivering technology training across a diverse group of users both one-on-one and in classroom setting

### The successful applicant must have:

- Excellent oral and written communications skills;
- Critical thinking/problem solving skills;
- Strong self-motivation / self-management and time management skills;
- Sound business analysis and project management skills;
- Ability and experience leading and facilitating meetings with diverse audiences;
- Ability and experience developing and delivering presentations for diverse audiences;
- Ability and experience working successfully to manage diverse groups of people from all backgrounds, education levels and positions;
- Ability to explain complex technical concepts in easy to understand concerns to audiences with varying technical skillsets
- Ability and experience leading and participating with a team to achieve specific goals;
- Ability and experience managing the deployment of technology in a multi-site environment;
- 5+ years' experience working in state government (on behalf of the state, not as an outside vendor);
- 10+ years' experience successfully managing multiple diverse and complex projects;
- Experience and ability to successfully multi-task across multiple projects concurrently to keep them all moving forward at a steady pace;
- Experience with software testing/quality assurance processes and methodologies;

- Experience/familiarity with project management principles;
- Graphics software proficiency for presentations, publications and prototypes

The following skillsets/experience are considered valuable and may warrant additional consideration, (desired but not required):

- Ability to successfully work with other state agencies to achieve consensus where there may be cross-purpose goals to establish successful governance structure
- Project Management Certification
- Understanding of MITA framework
- Strong understanding of the healthcare marketplace